













Latest Performance Report
Reporting -> Derby Homes
30-Sep-2021

Description	Good is	CLT Scorecard	Previous Year End Outturn	Previous Period Year to Date	Year To Date	Quarterly Target	Quarterly Target Status	Year End Forecast	Year End Target	Forecast Status	DoT Status	Commentary/Actions	Department	Frequency	Accountable Officer
Satisfaction															
DH SAT PM01 Tenant satisfaction with Landlord	High		94.6%	96.0%	96.2%	94.0%	Green	95.0%	94.0%	Green		-Out of the 447 customers who answered the question in QT2 (2021/2022 Financial Year) -38% (168) strongly agree, 59% (263) were satisfied, -2% (9) responded that they were neither satisfied nor dissatisfied, and 1% (5) disagree and 0% (2) strongly disagree. -We are happy with the satisfaction figure in Quarter 2 and are above target.	Derby Homes	Quarterly	Holly Johnson
DH SAT PM02 Tenant satisfaction with views taken into account	High		84.8%	83.5%	84.8%	75.0%	Blue	80.0%	75.0%	Green		-Out of the 127 customers who answered the question in QT2 (2021/2022 Financial Year) -86% (109) were satisfied, -12% (15) responded that they were neither satisfied nor dissatisfied and 2% (3) said that they were dissatisfied. -Only 127 customers of the 447 who completed the customer survey responded to this question, as it is a follow on question. -We are very pleased that this satisfaction figure has further increased and is over the target for the quarter.	Derby Homes	Quarterly	Holly Johnson
DH SAT PM03 Tenant satisfaction with repairs (last completed repair)	High		99.0%	98.9%	98.9%	99.0%	Green	99.0%	99.0%	Green		-Satisfaction this month is slightly below target, during the month 36 out of 3478 surveys sent out were dissatisfied, 16 were dissatisfied with D2D, 10 where we have rang twice and left voicemail, 0 for electric testing, 8 for gas repairs and 2 for gas servicing. -We have made 19249 texts in the first and second quarter to monitor customer satisfactions, 217 customers were unhappy with the service they have received	Derby Homes	Monthly	Steve Bayliss
DH SAT PM04 Satisfaction with new home (new build and re-let)	High		95.8%	92.9%	94.9%	93.0%	Green	93.0%	93.0%	Green		Out of the 113 responses, we are pleased to see we are above target with satisfaction for the quarter. Only 1 survey result was for a newbuild property. In total, 109 people were satisfied, 3 people were neither satisfied or dissatisfied and 1 person was dissatisfied. We will be contacting the 1 customer from the re-let property who was dissatisfied to ask for more feedback.	Derby Homes	Quarterly	Lorraine Testro



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DH SAT PM05 Percentage satisfied with the way ASB case was handled	High		94.9%	91.1%	92.3%	94.0%	Green	92.0%	94.0%	Amber		-Of the 61 respondents,30 customers strongly agreed and 27 agreed with the way the case was handled,3 were neither nor and 1 customer disagreed. ACTIONS: Not applicable	Derby Homes	Quarterly	Lorraine Testro
DH SAT PM06 Percentage of respondents satisfied with their neighbourhood as a place to live	High		85.8%	88.5%	87.6%	85.0%	Green	87.0%	85.0%	Green		-Out of the 450 customers who answered the question in QT2 (2021/2022 Financial Year) -87% (390) were satisfied, -7% (32) responded that they were neither satisfied nor dissatisfied and 6% (28) said they were dissatisfied. -We are pleased to see we are just over target in this area this quarter.	Derby Homes	Quarterly	Holly Johnson
DH SAT PM07 Client satisfaction with Derby Advice service	High		100.0%	100.0%	99.0%	90.0%	Blue	95.0%	90.0%	Green		From 11 completed money advice satisfaction surveys and 47 completed welfare rights satisfaction surveys, 1 person was 'undecided' about the level of customer satisfaction. On exploring this further, she was 'undecided' as she didn't like the qualifying rules for Council Tax Support that we explained to her. She thought she ought to be entitled. However she scored us very highly for politeness and for quality of advice and explanation.	Derby Homes	Quarterly	Michael Kirk
DH SAT PM08 Tenant satisfaction with major improvements (kitchen & bathrooms)	High			100.0%	100.0%	95.0%	Green	95.0%	95.0%	Green	N/A	-The feedback is based on respondents having had 38 kitchens (18 in quarter two) and 33 bathrooms (24 in quarter two) installed during the first two quarters of 21/22. -There is a time lag between the completion of works and the return of surveys.	Derby Homes	Quarterly	Ian Yeomans
Customer Services															
DH CS PM01 Percentage of all complaints resolved at initial contact	High		95.3%	96.6%	95.4%	96.0%	Green	95.5%	96.0%	Green		-Out of all 87 complaints closed this quarter, 82 have been resolved at stage 1. -Out of these, 31 upheld 35 were not upheld and 21 were partially upheld -Out of 87 complaint closed there were 6 stage 2 complaints closed meaning 93.11 were resolved at initial contact	Derby Homes	Quarterly	Annabelle Barwick





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DH CS PM02 Percentage of complaints resolved at Stage 2 in the complaints process	High		100.0%	100.0%	100.0%	100.0%	Green	100.0%	100.0%	Green		-6 stage 2 complaints were closed in quarter 2. -1 was upheld, 2 were not upheld and 3 were partially upheld. Out of the 6 stage complaints closed, 1 was carried from quarter 1 and 5 were received and closed in quarter 2	Derby Homes	Quarterly	Annabelle Barwick
DH CS PM03 Percentage of complaints responded to within timescale	High		100.0%	98.9%	99.4%	95.0%	Green	98.0%	95.0%	Green		-The Complaints, Comments and Compliments Policy states that on receiving a complaint we will aim to investigate and respond to the customer within 10 working days. -Of the 72 stage one complaints received and 5 appeals complaints. -77 Were responded to on time. -No stage 2 complaints will carry forward to Quarter 3	Derby Homes	Quarterly	Annabelle Barwick
DH CS PM05 Number of complaints upheld by the Ombudsman	Low		0.0	0.0	0.0	0.0	Green	0.0	0.0	Green	N/A	-No complaints were escalated to the Housing Ombudsman that we have been made aware of in Qtr 2.	Derby Homes	Quarterly	Annabelle Barwick
DH CS PM06 Number of tenants registered for My Account on line	High		8,497.0	8,953.0	9,396.0		Annual Collection	11,000.0	9,000.0	Blue		- Previously 8953 customers had registered for "My Account". - In Q2 443 customers signed up to "My Account". - 9569 is a cumulative figure rather than year to date.	Derby Homes	Annual	Lorraine Testro
New Homes															
DH NH PM01 Number of new homes started in year (HRA & DH)	High		71.0	16.0	35.0		Annual Collection	61.0	75.0	Red		-SoS was dominated by acquisitions in this quarter, with 14 properties purchased from the market, plus a start on site for newbuild at Cummings Street of 4 units and 1 unit at Berwick Close. -There also one last unit coming in from the 10 at Daisy Grove - an acquisition unit on a newly completed private scheme. ACTIONS: -Quarter 3 should see a start on site for new build of 8 units at Chesapeake Rd, with the two units at Whittaker Street starting in Q3 or Q4. -This will increase the number of new build units started in this financial year.	Derby Homes	Annual	Ian Yeomans





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DH NH PM02 Number of new homes delivered in year (HRA & DH)	High		76.0	16.0	41.0		Annual Collection	60.0	75.0	Red		<p>-14 of the acquisitions also completed and once again dominate completions.</p> <p>-11 newbuild units at Perth Street we completed in September and the last unit at Daisy Grove (where DCC purchased 10 brand new units from a private developer) completed in August.</p> <p>-The post-Covid lockdown environment remains challenging and we were not able to bring in the 4 newbuild units at Gerard Street in this quarter.</p> <p>-We've only just started some new units on site, plus the acquisitions are slowing down because of the market which is impacting on acquisitions</p> <p>-prices have increased and new build is a better medium term option too, now following rule changes.</p> <p>-Forecast therefore has been revised to 60 for year end.</p> <p>ACTIONS: -The four newbuild units at Gerard Street will complete very early in Q3.</p> <p>-We continue to work hard and support delivery by working closely with our Capital Works Team to over come post-lockdown challenges.</p>	Derby Homes	Annual	Ian Yeomans
DH NH PM03 Number of new affordable homes delivered since 2008	High		590.0	606.0	631.0		Annual Collection	650.0	665.0	Amber		<p>-We have a very healthy pipeline of projects going forward - the issue has been initially completing existing sites that were moth-balled during Covid.</p> <p>ACTIONS: -Again, the schemes in the pipeline which comprise roughly of 115 new units to the City give rise for optimism and will be helped when we can complete Gerard Street.</p> <p>-However, supply chains and workforce capacity will still continue to face challenges.</p>	Derby Homes	Annual	Ian Yeomans
Rent and Rent Arrears															




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DH R&RA PM01 Rent arrears of current tenants as a percentage of rent roll	Low		3.1%	3.7%	3.9%	3.5%	Red	3.2%	3.2%	Green		-Current arrears continue to rise through the year. -The arrears at the same time last year were £2,235,733 so are currently £10,848 lower than last year. -There tends to be a gradual rise expected until QTR3. -This is mainly due to the higher cases continue to rise as we are waiting for the courts to return to some kind of normality in listing proceedings. -There will be a backlog but things should start to improve as the year progresses. -Court action is slowly recommencing and as these cases progress it is expected that some of the non engaging tenants will engage when they are faced with attending court hearings, of which there have been very few over the last 18 months due to the pandemic.	Derby Homes	Monthly	Michael Kirk
DH R&RA PM01a Total arrears as a % of rent due	Low		5.9%	6.4%	6.6%	6.2%	Amber	6.0%	6.0%	Green		-Figure is where we would expect it to be allowing for our former tenant arrears write- off strategy. -As we work through the older debts to be written-off we expect to see this figure improving as long as the current arrears also improve towards the end of the year.	Derby Homes	Monthly	Michael Kirk
DH R&RA PM02 Rent arrears of current tenants	Low		1,758,851	2,122,580	2,224,885	1,980,264	Red	1,800,000	1,800,000	Green		-Although the figure has increased over the month this is what is expected trend wise. -When compared with current arrears levels at the same time last year, current tenants arrears are faring well and are £10k lower. When comparing current arrears levels with last year these can be influenced by the date of the ending period, as to whether all of the end of month payments have been paid on to the accounts. -This and whether the start of the month direct debits are included or not also makes a difference.	Derby Homes	Monthly	Michael Kirk
DH R&RA PM04 Rent collected (excluding arrears brought forward) as a percentage of rent due	High		99.8%	97.1%	97.7%	99.3%	Green	99.9%	99.9%	Green		-Collection rate this month is 97.70%. -This time last year it was 97.40% so better than last year. -Expecting to hit year end target which is "boosted" by income being collected during the three remaining rent free weeks in 21/22.	Derby Homes	Monthly	Michael Kirk

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DH R&RA PM05 No. of tenants evicted as a result of rent arrears	Low		2.0	1.0	2.0	13.0	Blue	15.0	35.0	Blue		-There was one eviction carried out in September and a total of 2 so far for the year. -Now the courts are opening up we do expect the numbers will start to increase in cases where progress cannot be made.	Derby Homes	Monthly	Michael Kirk
Responsive Repairs															
DH RR&V PM13 Percentage of properties with a valid Landlords gas safety certificate	High		100.0%	99.8%	99.8%	100.0%	Green	100.0%	100.0%	Green		-The Gas Team carried a Landlord's Gas Safety Inspection on 3235 properties from 1st July to 30th September 2021, -We currently have 12,622 properties with a valid gas safety certificate giving us a valid completion currently of 99.81%. ACTIONS: -We currently have 23 properties out of target without a valid certificate. -However all of the no access procedures were followed and not gained access due to the customer's shielding or refusing until they have had their covid vaccinations. -All these properties have new appointments booked back into the system. -We are 100% compliant under section 36 of the Gas Safety (Installation and Use) Regulations for the last quarter	Derby Homes	Quarterly	Steve Bayliss
DH RR&V PM15 Percentage of properties with completed Electrical Safety Testing	High		99.7%	99.8%	99.9%	100.0%	Green	99.9%	100.0%	Green		At the end of Q2 there are 17 properties that do not hold an Electrical Safety Certificate dated within the last 5 years. -All 17 have been escalated to the housing office for access escalation and evidence has been gathered. -Every effort that is reasonable practicable has been made to access these properties which evidences that Derby Homes have met their legal obligations.	Derby Homes	Quarterly	Steve Bayliss
DH RR&V PM21 - % of Passenger Lifts subject to a completed service and an independent LOLER Inspection within the past 6 months	High		100.0%	100.0%	100.0%	100.0%	Green	100.0%	100.0%	Green		-All passenger lifts are within 6 months of their last Service and LOLER report	Derby Homes	Quarterly	Ian Yeomans

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DH RR&V PM22 - % of common areas inspected once every 12 months in accordance with the Control of Asbestos Regulations	High		100.0%	100.0%	100.0%	100.0%	Green	100.0%	100.0%	Green		-Managing and working with asbestos Control of Asbestos Regulations 2012. -Regulation 4, Duty to manage, applies to common parts of domestic premises. Maintain a written record of asbestos locations. -The condition of asbestos containing materials should be inspected at least every 12 months -100% compliant on asbestos surveys, all communal areas have an asbestos survey. Regular checks on condition are being carried out on an annual basis.	Derby Homes	Quarterly	Ian Yeomans
DH RR&V PM23 - % of Communal Areas with a Valid Fire Risk Assessment in accordance with our fire safety policy and the Fire Regulatory Reform Act 2005	High		100.0%	100.0%	100.0%	100.0%	Green	100.0%	100.0%	Green		-The legal duty to manage fire safety under arises under the Regulatory Reform (Fire Safety) Order 2005 (RRO) (SI 2005/1541). -The RRO requires the responsible person to •carry out an assessment of the risks to relevant persons for the purpose of identifying the general fire precautions needed at the premises and record the information. •keep the fire risk assessment under review. •Implement the general fire precautions that are identified in the risk assessment and ensure these precautions are maintained	Derby Homes	Quarterly	Taranjit Lalra
DH RR&V PM24 % of Schemes with Communal Water Systems having a valid Water Risk Assessment in place	High		100.0%	100.0%	100.0%	100.0%	Green	100.0%	100.0%	Green		-All systems risk accessed October small amount of remedial work to be done	Derby Homes	Quarterly	Steve Bayliss
Empty Homes															

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DH EH PM01 Average time taken to relet local authority housing (days)	Low		42.5	23.5	23.0	24.0	Green	24.0	24.0	Green		<p>-The 23.01 days re-let figure for Q2 has met the 24.0 days target, and is a vast improvement from 2020/21 year end figure of 42.64.</p> <p>-Due to this improvement we forecast the year-end target of 24 days will be met.</p> <p>-On-going monthly monitoring shows that we are on target, the September snapshot at just above 23 days.</p> <p>-We are actively working with local office staff to prioritise viewings on ready to let properties and process sign ups following appropriate safety guidelines.</p> <p>ACTIONS: -We are undertaking weekly meetings with our voids and capital works teams to understand their pressures and how we can support to ensure that our voids progress in line with our processes.</p>	Derby Homes	Monthly	Maria Murphy
DH EH PM02 Percentage of rent lost through dwellings becoming vacant	Low		1.61%	1.01%	1.03%	1.00%	Amber	1.20%	1.00%	Red		<p>-We almost met our Quarter two target, 1.03% compared to the 1.0 and at 1.2% our forecast is in range of the year-end target.</p> <p>-The revised year-end forecast takes into account the reduction in rent charged because of the ongoing impact, and in response to the emergency phase of the pandemic but also the improvement to re-let performance this quarter outlined above.</p> <p>ACTIONS: -In addition, all previous agreed accommodation offers and approved allocations were also withdrawn under the 'not to move' guidance issued by Government.</p> <p>-Further to this, a DCC programme to obtain much needed extra social housing will be impact on the current rent loss measures.</p> <p>- This is due to works needed post-completion to bring the properties up to an acceptable standard to let, and the associated rent loss whilst this work is completed.</p> <p>-There are also several empty properties requiring more major works which are being progressed which will again impact on the rent loss figures.</p>	Derby Homes	Monthly	Maria Murphy
Housing and Advice															


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DH H&A PM01 Number of active homefinder applicants	High		4,025.0	4,016.0	4,605.0		No Target			No Target	N/A	-There are currently a total of 8180 active applications across the Corporate Needs, Priority Needs and General Needs bands.-Of those 4605 have placed a bid in the last 12 months, including 66 autobids for applicants. -Additionally, there are 3670 applicants in the OTA category, 801 of which have placed a bid in the last 12 months	Derby Homes	Monthly	Jenny Watson
DH H&A PM02 Number of homeless approaches - those where an HRA application is activated on RARS (Recovery Plan 2021/22)	Low		2,248.0	648.0	1,315.0		No Target			No Target	N/A	-Since the beginning of April there have been 1315 approaches with 667 being taken in the last quarter. -This is 3% higher than the last quarter with a 24% increase in the number of households approaching as the victim of domestic abuse. -There was also an increase in the number of households being given notice on their privately rented accommodation and also non violent relationship breakdown.- However there was decrease in those households leaving Home Office accommodation and those leaving supported accommodation.	Derby Homes	Quarterly	Jim Joyce
DH H&A PM03 Total number of cases resolved under 'prevention duty' (Recovery Plan 2021/22)	High		872.0	281.0	546.0		No Target			No Target	N/A	-There were 265 cases resolved under the prevention duty this quarter bringing the total number since the beginning of April to 546. -This is a reduction of 6% on the last quarter and is a likely to be a reflection of the lack of rehousing opportunities in both the private rented and social housing sector.	Derby Homes	Quarterly	Jim Joyce
DH H&A PM04 Total number of cases resolved under 'relief duty'	High		630.0	140.0	251.0		No Target			No Target	N/A	-There have been 251 cases resolved under relief duty since the beginning of April 2021. - There were 111 new cases this quarter which is a 25% reduction on the last quarter. -We have seen an increase in the number of households approaching as a result of the end of private rented sector tenancies following the removal, for example, of court restrictions placed during the pandemic with fewer options in this sector to relieve homelessness, particularly for families. -There has also been an increase in the number of households who are the victims of domestic abuse becoming homeless and fewer vacancies in both the private and social sectors to relieve their homelessness.	Derby Homes	Quarterly	Jim Joyce



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DH H&A PM05 Total number of full homeless duty acceptances	Low		176.0	30.0	72.0		No Target			No Target	N/A	-There have been 72 full homeless duty acceptances since the beginning of April 2021 with 42 cases this quarter. -This is 12 more than the last quarter but remains lower than the average for 2020/21 and remains far lower than the pre-pandemic average of 115 per quarter.	Derby Homes	Quarterly	Jim Joyce
DH H&A PM06a Number of new households placed in bed and breakfast - singles	Low		405.0	109.0	122.0		No Target			No Target	N/A	-There have been 122 new placements in bed and breakfast for single households since the beginning of April 2021. -There were 13 placements in September which is a decrease of 2 from the previous month which has been achieved by utilising prevention measures and the ability to use alternative emergency and supported accommodation for single households. - The Move On Coordinator role has been instrumental in ensuring flow through and appropriate placements particularly into supported housing.	Derby Homes	Monthly	Jim Joyce
DH H&A PM06b Number of new households placed in bed and breakfast - families	Low		110.0	65.0	80.0		No Target			No Target	N/A	-There have been 80 new family households placed in bed and breakfast since April, with 15 being placed during September. -This is due to the increased number of approaches, fewer vacancies in alternative temporary accommodation and the limited number of options available in the private rented sector for families. -Nationally, landlords are leaving this market, the available properties are being offered at high rent levels and there is a lot of competition for these vacancies. ACTIONS: -The Private Rented Sector Access Team continue to support links with landlords and agencies, negotiating and offering incentives to limit rents to affordable levels.-As well as current measures offered such as rent in advance, payment for deposits for prospective tenants and an option for rent guarantee insurance which is being trialed with the Ex-Offenders Private Sector Scheme. -Other options are being explored to assist private sector tenants in their existing tenancies including tenancy supp	Derby Homes	Monthly	Jim Joyce

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DH H&A PM09 Number of new households placed in temporary accommodation other than bed & breakfast	Low		150.0	66.0	77.0		No Target			No Target	N/A	-11 new households were placed in Temporary Accommodation other than bed and breakfast in September with a total of 77 new placements since the beginning of April 2021. -This is a reduction of 3 households compared to August and less than half of the highest monthly number of placements which was recorded in July this year. -There has been reduced move-on with fewer households obtaining private rented sector and social housing tenancies and therefore fewer vacancies.	Derby Homes	Monthly	Jim Joyce
DH H&A PM12 - Number of new positive private sector placements (accommodation with a reasonable prospect of being available for 6 months or more)	High		237.0	62.0	117.0		Annual Collection	250.0		No Target		-The pandemic still has an effect on move-on options for our customers.-LHA rates fall far short of current market rents in Derby.-It's a landlords market-our customers are in direct competition to secure PRS tenancies with other working families and people with a better offer for landlord or agent. With the removal of the £20 Universal Credit Covid uplift, tenants will continue to struggle. -Nevertheless, PRS caseworkers still actively engage with landlords to secure and sustain tenancies. -A PRS Caseworker left at the end of Q2 and due to staffing pressures across wider Housing Options the remaining 5 have been offering support and help to target prevention work. ACTIONS: -Plans in place to appoint to 2 temporary PRS Posts for 2 years-'Call B4 You Serve' scheme still promoted after changes to the lifting of the eviction ban and subsequent shorter notice periods.-The team are exploring incentives for landlords using Flexible Homeless Support Grant to alter our previous 'offer' to	Derby Homes	Annual	Jim Joyce
DH H&A PM15 Number of people sleeping rough on a single night - official annual estimate (Recovery Plan 2021/22)	Low		6.0				Annual Collection		3.0	N/A	N/A	-Annual information calculated once per year. Will be reported in Q4	Derby Homes	Annual	Jim Joyce
Asset Management															
DH AM PM01 Percentage of non-decent council homes	Low		0.0%	0.0%	0.0%		Annual Collection	0.0%	0.0%	Green	N/A	-All properties are currently meeting Decent Homes Standards	Derby Homes	Annual	Shaun Bennett

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DH AM PM02 Energy Efficiency - average SAP rating of dwellings	High		75.5	75.5	75.5		Annual Collection	75.5	75.4	Green		-Currently the Average SAP rating is 75.55	Derby Homes	Annual	Shaun Bennett
Corporate Services															
DH COR PM01 Percentage of apprentices who retain or move on to employment or further training	High		100.0%				Annual Collection		95.0%	N/A	N/A	-During quarter 2, one apprentice completed their apprenticeship and moved onto employment with Derby Homes.	Derby Homes	Annual	Taranjit Lalria
HR															
DH HR PM01 Average working days lost due to sickness absence	Low		6.3	8.9	9.3	7.0	Red	9.0	7.0	Red		-During September the number of days lost per employee for medical absences was 0.85 compared to 0.46 for the same period last year. -During September a total of 4034.35 hours were lost compared to 2101.25 for the same period last year. -In total over the last 12 months, 45684.85 hours have been lost due to sickness. Last 12-month Days lost figure for medical absences = 9.25 days. -This increases to 11.11 days if you include non medical Covid related absences. -In the last 12 months 9131.58 hours have been lost due to non-medical absences relating to Coronavirus /Covid 19 pandemic (self-isolation / care of a dependant etc)	Derby Homes	Monthly	Maria Murphy